



Useful Numbers

Control Centre
01255 222 727

Minicom
01255 422 470

Accounts & Administration
01255 686 361

Tendring Careline
Barnes House
92 Pier Avenue
Clacton-on-Sea
Essex
CO15 1NJ



SUC 05
March 2011

Your Guide to community-based Telecare services from Tendring District Council



Providing a professional installation, call-handling and response service, enabling Service Users to maintain independent living, with dignity and peace of mind



Our Mission

To provide a professional installation, call-handling and response service, enabling Service Users to maintain independent living, with dignity and peace of mind.

Accessing our Services

You are welcome to visit us at our office to discuss your requirements. Our offices are accessible for wheelchair users.

We are able to visit you at home where we can assess your needs and demonstrate the equipment available.

If Service Users would prefer to see an officer of the same sex this can also be arranged.

Further information and for an initial discussion and demonstration, please contact:

Tendring Careline
Barnes House
92 Pier Avenue
Clacton-on-Sea
Essex CO151NJ

Telephone: 01255 222727
Fax: 01255 220380
Email : carelinc@tendringdc.gov.uk
Web: www.tendringdc.gov.uk/carelinc



Changing the Service

Changing or cancelling the service

If you would like to change the equipment or service provided to you by Tendring Careline, please call the Control Centre and one of the team will discuss your needs and will advise you further.

If you would like to cancel the service, please contact Tendring Careline, where an operator will cancel the service and make an appointment to collect the equipment. Please have the Equipment Return Form (which was left with you at your installation) available for when the Mobile Support Officer visits. Alternatively you can bring the equipment to the Careline Offices. If you choose to do this, please ensure that you have completed the Equipment Return Form in full.

One month's notice of cancellation is required, however under certain circumstances we will accept a shorter notice period. You will be charged for the notice period.

Upon the return of the equipment, you will be sent or given a receipt and staff will process and check the equipment and then notify our finance department who will cancel the charge, and calculate any credit or debit outstanding.

It is your responsibility to ensure that everyone else, such as carers and contacts, are informed that you are no longer using the service.

Complaints & compliments

Whilst we endeavour to provide a high-quality Service, we acknowledge that occasionally things may not be to the standard you expect. In these circumstances we are happy to receive any complaint you have. They should be sent to us as soon as possible.

A copy of our guide to making a complaint and submitting suggestions is included in the New User pack.

Likewise, we are also happy to receive compliments and the guide will also let you know how to do this.

Contents

General Information	4
What are our Standards of Service?	5
The equipment	6
Responding to a call	8
Paying for the Service	10
How to obtain the Service	10
Demonstration of the equipment	11
Installation of the equipment	12
Testing & Fault reporting	13
Accidental activation & telephone calls	14
Confidentiality & Welfare	15
Keeping us up-to-date & Access to your home	16
Consultation & Equality	17
Changing the Service	18
Accessing our Services	19

We are proud to have been accredited as a provider of Telecare Services by the Telecare Services Association



Telecare

- Telecare Packages
- Telehealth Packages
- Hard-Wired Systems
- Monitoring Services

General Information

Who runs Tendring Careline?

Tendring Careline is part of Tendring District Council, with over 25 years experience of managing a Community Alarm Service.

Tendring Careline is based in Clacton-on-Sea.

What is the Service?

Tendring Careline install specialised equipment (Dispersed Alarms) in your home, which enable you to easily contact our Operators if you need help. We provide a 24-hour, 365 days-a-year answering service, so that you can always talk to someone about your problem. We will summon help for you in an emergency, or maybe send one of our own Mobile Support Officers.

Who can use the Service?

We offer our installation, monitoring and response services to those living in the Tendring area.

We also provide our monitoring services to residents living in sheltered housing schemes and properties designated for older people within the district.



How do I know the Service is well run?

Tendring Careline has been accredited by the Telecare Services Association (TSA). The TSA is the representative body for the Telecare industry in the UK.

The TSA works closely with the Government and devolved authorities. In England TSA played a pivotal role in the Telecare Policy Collaborative. It has produced comprehensive Codes of Practice which we have to comply with in order to receive this prestigious acknowledgement of the level of service we deliver.

In order to gain this award, we needed to review all our policies and procedures, and demonstrate that we were achieving the required level of performance.

Consultation & Equality

Consultation

The whole focus of our Service is to ensure we provide you with the equipment, response and reassurance that Telecare can provide.

To help us do this, we discuss with our Service Users whether they are happy with the service, and whether they have any suggestions for its improvement. You can become involved in these discussions by completing any questionnaires we send, and by letting us know if you want to become involved more closely.

We produce an Annual Report which details how we have performed. Please let us know if you would like a copy.

Equality for every Service User

At Careline we want to provide excellent customer service to all our Service Users. Our Service Users come from a wide range of backgrounds and experiences, with lots of different interests and needs.

Both to be fair and to comply with the law, we want all our Service Users to have equal access to our information and services. It is also good customer service.

We can:

- Translate our written information into other languages or formats if requested.
- Provide information in Braille, in large print, or on audiotape if requested.
- Provide information in 'easy read' format if requested.
- Verbally explain any of our written information.



Keeping us up-to-date & Access to your home

Keeping Information up-to date

It is very important that the information we keep about you and your contacts is up-to date, to enable us to respond properly if an emergency occurs.

Please keep in mind that you must tell us if any details change, by ringing the Control Centre. We will write to, telephone or visit you every year to check this information and update it if necessary.

Please make sure you tell us if you go away for more than two nights.

Access to your home

We ask you to make sure that access can be gained to your home, especially if you cannot answer the door yourself. You must ensure that either you have a key-safe, or that there is key-holder nearby who will always be available, and that the keys you supply will open the door.

You will also need to make sure that there are no hazards on your property, both inside and outside, such as dangerous animals.

It is most important that you make sure we can always gain access. Only use locks that the keys you supply will open, and do not make use of chains or bolts that prevent services gaining entry. You can of course have a chain that you put on before you open the door so that you can check who is calling.

We, or the emergency services, may need to enter if we receive an alarm call. If we cannot gain entry by key, we may have to arrange forced entry to make sure you are alright.



What are our Standards of Service?

We Promise:

To provide and install, in the Service Users own home, at a time and date of your convenience, a fully tested, programmed and functioning alarm unit.

To maintain 24 hour, year round staffing by trained operatives of Tendring Careline Control Centre, in order to provide a continuous call monitoring and response service.

To take immediate action in response to calls received, by contacting nominated relatives, carers and friends or the emergency services and other appropriate agencies.

To provide the services of a Mobile Support Officer to attend your home if it is considered necessary. To change the batteries in the pendant in accordance with the manufacturers schedule and, where a fault develops which renders either the alarm or the pendant inoperative, we will provide a replacement unit within 48 hours. All other faults will be attended to within 96 hours.

To respond to 98.5% of alarm calls within 1 minute of receiving the call and 99% of calls within 3 minutes of receiving the call.

To maintain the rental charges at an affordable level.

To continue to invest in and develop, the Tendring Careline Service and to strive to improve the quality of service for the benefit of present and future Service Users.

To employ staff who are properly trained and are fully committed to, and accountable for, the levels of service they offer.

To encourage staff not only to match customer expectations, but also to exceed them.

To respond to correspondence received within seven working days. If we need more time to give you a full reply we will acknowledge your letter and give you the details of the person dealing with your enquiry.

To make the Tendring Careline Service available to those who need it and not discriminate against anyone on the grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex or sexual orientation.

The equipment

What equipment does Tendring Careline provide?

We provide you with a Dispersed Alarm Unit and a Pendant, both of which are rented and remain the property of Tendring Careline.

In some cases we may provide more specialised sensors following a needs assessment. The officer dealing with this will give you more detailed information and the benefits and risks of each type will be discussed with you.

The alarm unit is placed conveniently for your use and the pendant can be worn either around the neck, or wrist.

People prefer different types and we will ensure you are provided with whichever suits your circumstances.



The equipment must be treated with care, and not dropped, or in the case of the pendant, immersed in water for long periods of time. However, the pendant can be worn in the shower.

You will need to make sure that your unit and telephone remain plugged in and working, and if you install any other telephone, computer or wireless equipment, you must let us know, as this can interfere with the way the alarm operates. This is very important,

as if the system is unplugged or interfered with, it will not operate and you may be at risk.

Our trained staff will explain how the equipment works and demonstrate to you how to summon help in an emergency.



Confidentiality & Welfare

All the information we obtain from you is kept secure and safe, and treated with the utmost confidentiality – it is covered by the Data Protection Act. You may request to see this information at any time.

We protect your privacy at all times. However, Careline have a close working partnership with the emergency services and will share appropriate personal information with them if it is necessary to help them assist you.

Your welfare

Your welfare is important to us. We are particularly concerned that you should let us know if anyone is “abusing” or taking advantage of you.

Abuse can take many different forms such as:

Physical abuse: May include hitting, slapping, pushing, kicking, misuse of medication, misuse of restraint, or inappropriate sanctions.

Sexual abuse: May include rape and sexual assault, or sexual acts to which you have not consented, or could not consent, or where pressure was applied to secure your consent.

Emotional or Psychological abuse: May include verbal abuse, psychological abuse, threats, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, isolation or withdrawal from services or supportive networks.

Financial or Material abuse: May include theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.

Neglect (including acts of omission): May include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, food, drink and heating.

Discriminatory abuse: May include racist or sexist remarks or comments based on a person's impairment, disability, age or illness, and other forms of harassment, slurs or similar treatment.

Institutional abuse: This involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people.

Please report any such concerns you may have, or any security, health or safety concerns immediately, either by phone or by using the alarm.

Accidental activation & telephone calls

What happens if I activate the alarm by accident?

Don't worry!

An operator will answer the call as normal. They will talk to you and, once it has been established that it was a mistake, the operator will end the connection. If you do activate the alarm by accident, please do not leave your property until your call has been answered, so that staff can establish that it is a mistake.

If accidental alarms are made on a regular basis, we will discuss this with you and see whether we can review your circumstances to see if the calls can be reduced.



Making and answering a telephone call

If your telephone rings, then you may answer it in the normal way by picking up the handset.

You may use your telephone to make calls in the normal way, but please ensure after use that you replace the handset properly. If the handset of the telephone is not on properly, the alarm unit will not work.

What can the dispersed alarm be used for?

What can the Dispersed alarm be used for?

Here are some examples of when you might need to use an alarm, especially if you could not get to the phone:

- If you were unwell
- If you had fallen
- If you were injured in some way
- If there was an intruder in your property or garden.



This is not an exhaustive list and we encourage you to use the alarm in any emergency situation where you need help.

How is an alarm call made?

If help is needed you press either the button on top of the alarm unit or the pendant - this sends an alarm signal to the Careline Control Centre.

There will be a sound and flashing lights on the unit to confirm the call is being sent and to reassure you.

Who answers an alarm call at the Control Centre?

Calls are answered by our team of fully-trained operators. For your security, all staff in the Careline Control Centre have been vetted using enhanced Criminal Records Bureau checks.

The system automatically identifies where the call has come from and personal details are accessed as soon as the call is received.

The microphone in the alarm system is sensitive so that in most instances you can be heard wherever you are in your home.

However, the only time the operators can hear, or listen to you, is when a button is pressed by you.

For your safety and security all calls to Tendring Careline, both emergency calls and other telephone calls, are voice-recorded.

Responding to a call

Responding to an alarm call

When an alarm has been activated, the Careline Operator will decide, with you, the best course of action.

This will depend on whether there is an emergency, but can include: calling the emergency services, a named contact, sending one of our Mobile Support Officers, or maybe just discussing your situation with you and offering advice.

Our staff will do everything they can to get you the help you need, but please note they are not medically trained or qualified to give personal care, and in many cases cannot assist you themselves – only by summoning help for you.

They must also not get involved in offering you services themselves, or from their own friends or family, and must not give you financial advice, although they can make a referral to Benefits and Revenues or other agencies on your behalf.

We will take your wishes into account at all times, but we must reserve the right to act against those wishes in certain circumstances, such as a serious concern for your health and safety.

When we do this, we will fully explain the reasons for our decision.

We will always endeavour to make the best decision for your own well-being.

Our service operates 24-hours a day, 365 days-a-year, so if you need help, we are only a press of your emergency button away.



Testing & Fault reporting

Testing the Equipment

The battery in your pendant should last for five years, depending on use, but it is recommended that it is tested once a month to ensure that it is still working by pressing the button on the pendant. You can do this any time.

We will provide you with a calendar to remind you when you need to test your pendant. Failure to undertake these tests may mean that when an emergency arises, the equipment fails to work and we cannot help you.

When making a test call, ensure that when your call is answered, you state that it is a test call, otherwise we will assume you need assistance.

Reporting Faults

Please ensure that you keep the equipment plugged in to the phone socket and the electrical supply switched on. If you have problems with the equipment, check these connections first, then contact us so that we can check where the fault is. It is your responsibility to maintain a supply of electricity and ensure your telephone line continues to work.

We ask that you keep your alarm clean and free from damage, but should the alarm or pendant become faulty or damaged in any way, we will aim to rectify this within two working days, where possible. Your alarm is primarily for emergencies and testing only. If you wish to report a fault, please call the Control Centre by normal phone on 01255 222727.

If the fault is major, we will exchange the equipment at no cost to you. The problem may be with the telephone line, and we can test your line for you. If this is the case, you will need to contact your telephone provider.

Please remember that installing additional telephone-based equipment, such as answering machines or computers, or changing your telephone supplier, can affect the alarm. Please let us know if you intend to do this.

If an equipment failure has been caused by other suppliers' equipment, e.g. extension leads, adaptors, or by changes by your telephone supplier to your phone system, Careline cannot be held responsible. You will need to re-instate your telephone line so that the system is able to operate.

Please note: If your alarm is not used for a long period, it may send an automatic notification to us that the battery is low. We will follow up these calls but will NOT enter your home without permission.

Installation of the equipment

What happens during installation?

If you are certain that you want the equipment installed, we will carry on with the installation. If not, we will come back another day at your request.

When we do install the equipment permanently, you will need to sign a contract, and to give our staff certain information. This includes your name and address, telephone number, doctor, medical details, carers, next of kin, contacts or key holders details and any relevant details about your home, such as locks or access.

We will also note during our visit any problems for our staff, such as the house number not being visible, hazardous steps or unlit areas. We also may identify any risks or concerns and endeavour to eliminate these risks through a Telecare Plan.

Any information we collect will be stored safely and will not be accessed by anyone other than Careline staff. We will need to use this information to assist you, and may therefore need to share it with the emergency services, or with your named contacts and other support agencies. It will only ever be used by those people or agencies that need the information to help you. We do not share your information with any other third-party organisations.

You will be left with a New User pack, which will give you all the information that you will need, including an equipment user guide.



The Response Service

Whoever we contact, whether the emergency services, our response team, or your contacts, they will be responsible for assessing any additional help you need, and arranging for that help, with the assistance of the operators if required.

What happens if we get no response?

If we cannot make contact with you through the alarm, or by phone, we will call your named contacts and ask them to ensure you are well.

If this is not successful, we may send our Mobile Support officers to check on the situation.

As your well-being is the most important consideration, if all other means of contacting you fail, we will call the emergency services and police, who may have to make a forced entry if a key is not available.

We will not be responsible for any damage caused in this way or costs incurred due to damage caused to effect an entry.



Paying for the Service

How much does it cost?

Please see the enclosed leaflet or contact Tendring Careline for our Current charges. We do vary these from time to time, but will give you notice of any changes.

Service Users who are disabled or chronically sick may be exempt from paying the VAT on the equipment. The Mobile Support Operator that installs it will discuss this with you.

The minimum length of contract is one month.

What payment systems are available?

You can choose to pay for your alarm in instalments on a monthly, quarterly or annual basis.

You can pay by direct debit, credit card, Post Office Giro, telephone or internet banking, by post, or in person. Further information is available from our Installer or by using the contacts at the end of this Guide.

We do ask for prompt payment.

How to obtain the Service

How do I request an alarm unit?

You or your relatives can contact us at any time on 01255 222727. An operator will answer your questions and explain more about the available services.

If you are interested, we will make an appointment for a demonstration in your home. The purpose of this visit will be to explain the service and the equipment available, to make an assessment of what you need, and what equipment will be best for you. You are most welcome to invite members of your family or friends to see the demonstration and to help you with your decision.

Applications will normally be dealt with in date order – however we will make a special arrangement if there is an urgent or special need.

Important: Please note our staff will not call without an appointment, and will always carry identification. If you are in any doubt, you should call the Careline Control Centre on 01255 222727.

Demonstration of the equipment

What happens during the demonstration?

We will assess your needs and suggest what equipment you may require. We will give a full demonstration of how the equipment works, test it fully and give you the opportunity to try it out yourself by making some test calls to our Control Centre.

We will test the pendant from various rooms and, if appropriate, from your garden to try and establish the operating range.

IMPORTANT: The pendant has a range of 30 to 50 metres and normally will operate from any room in a standard property. However, this may be compromised by the layout of buildings and by weather conditions if used externally. It will not work if you travel outside of this perimeter.

We operate according to strict Health and Safety Policies, aimed at protecting both you and our staff. We will pay particular attention to any electrical dangers (such as old wiring), to making sure there are no trip hazards, and to placing the equipment so that you can use it easily.

The Dispersed Alarm requires both an electrical power point socket and a telephone point. For safety reasons, these must be sited on the same wall, to avoid hazardous trailing wires across floors or doorways.

Occasionally there are other technical complications, which we will check during the visit. The installation staff will be able to advise on any extensions or adaptations that may be necessary. We may be able to arrange for electrical alterations and key safes (see below), however we are unable to recommend other products or tradesmen.

There is no pressure on you to make an immediate decision, and we will be happy to leave you to think further about it, and perhaps discuss it with a relative or friend.

